



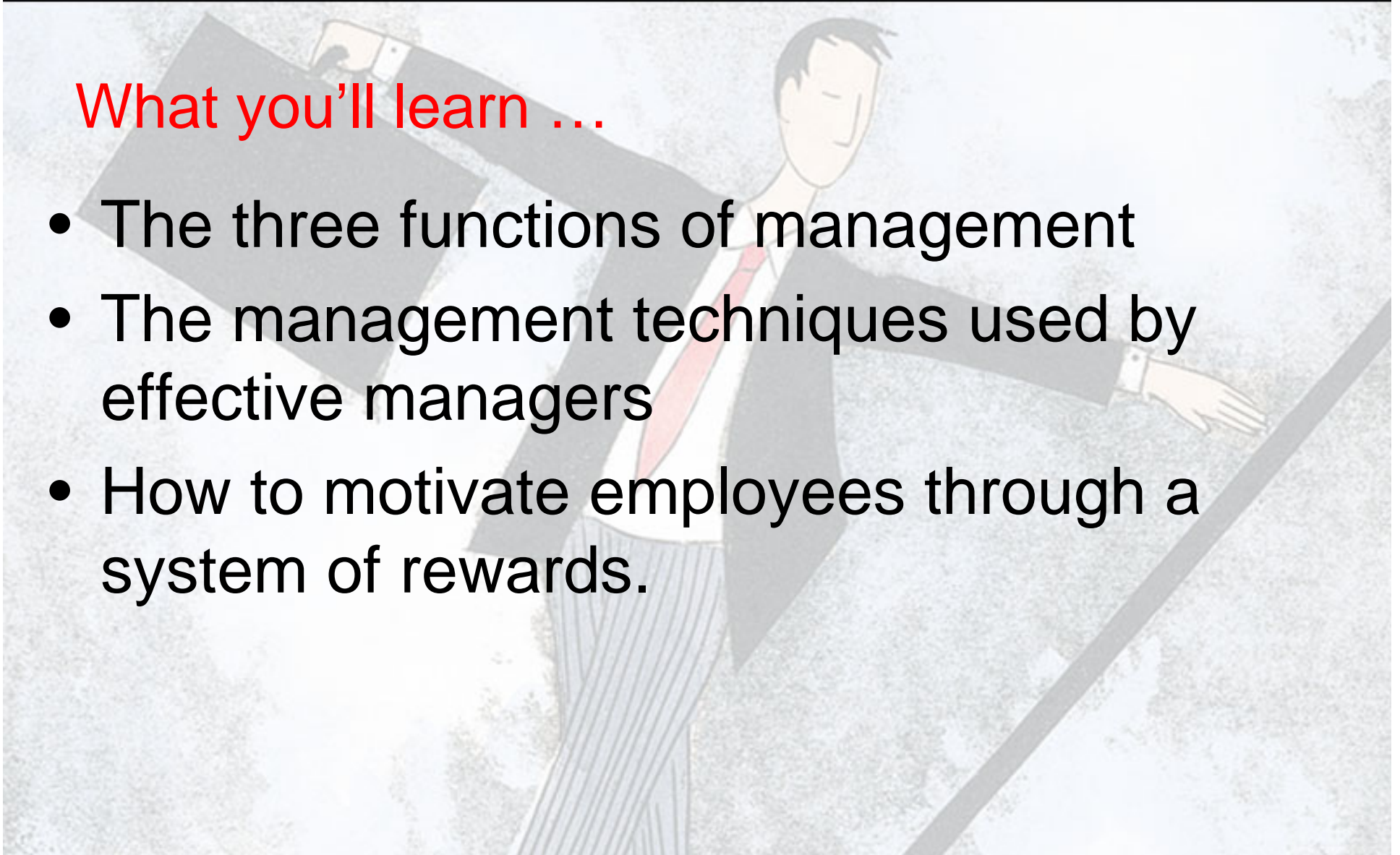
# Management Skills

## Chapter 11

# Ch 11 – Sec 2 Management Functions

## What you'll learn ...

- The three functions of management
- The management techniques used by effective managers
- How to motivate employees through a system of rewards.

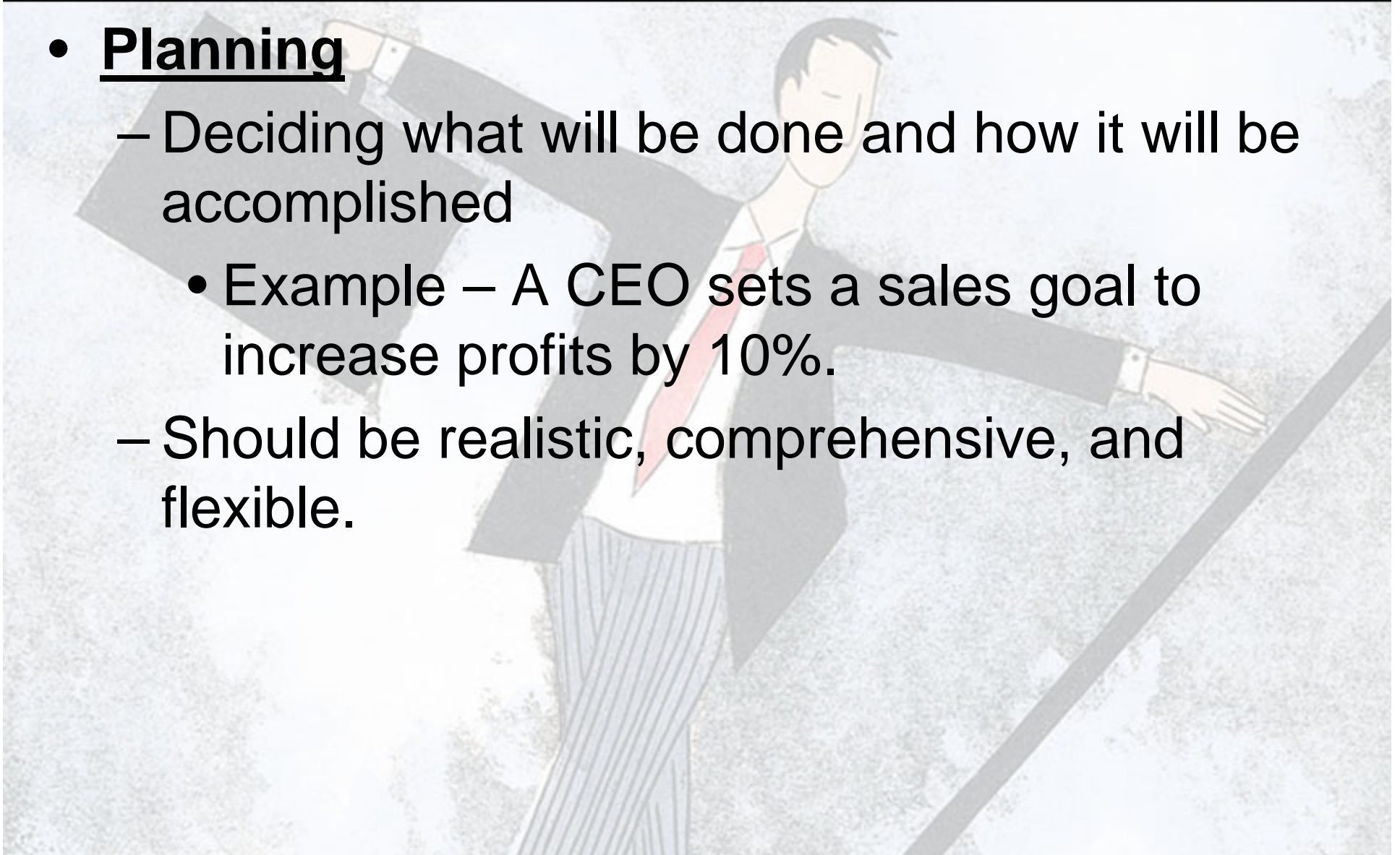




# Basic Management Functions

- **Planning**

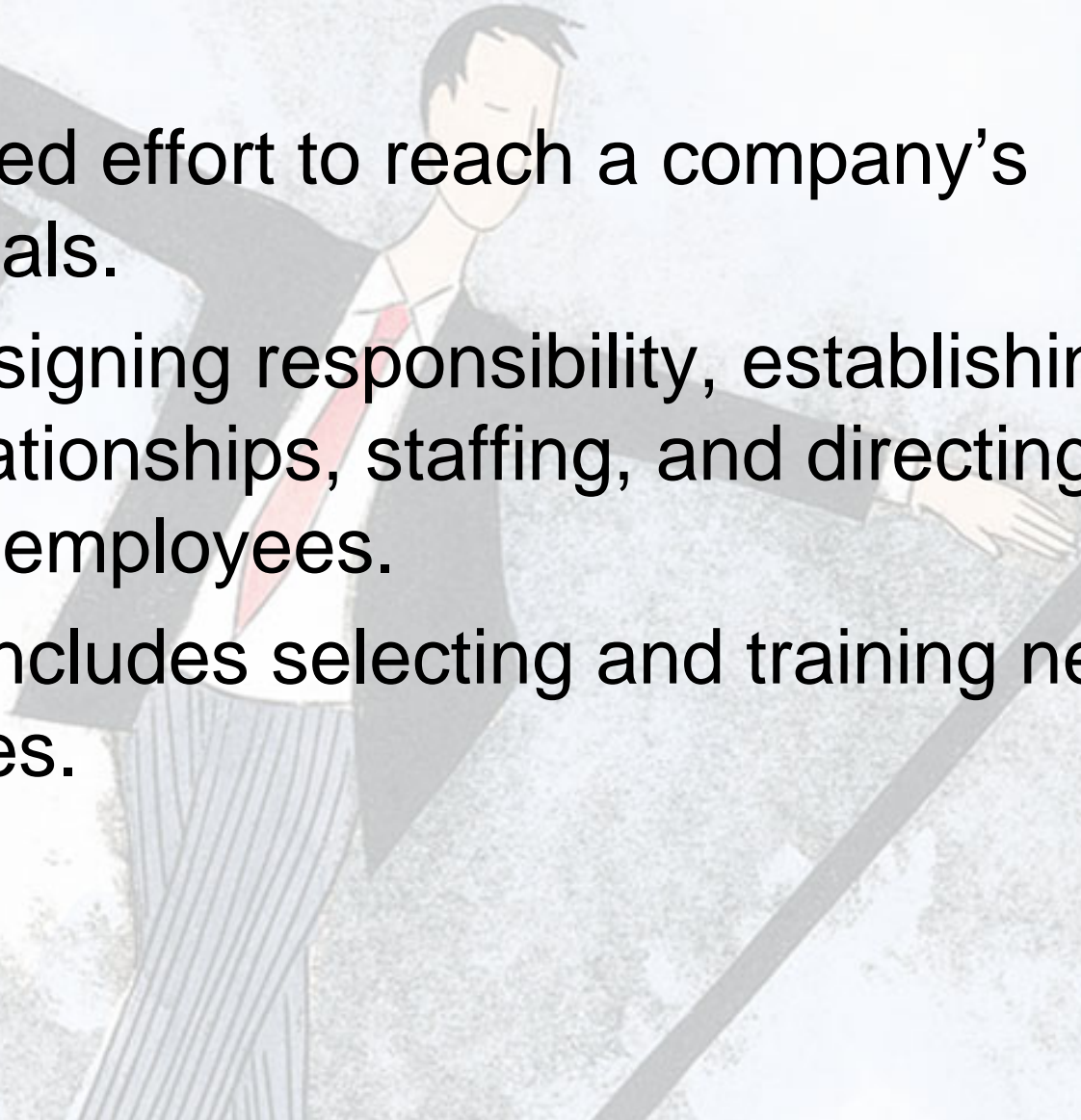
- Deciding what will be done and how it will be accomplished
  - Example – A CEO sets a sales goal to increase profits by 10%.
- Should be realistic, comprehensive, and flexible.



# Basic Management Functions

- **Organizing**

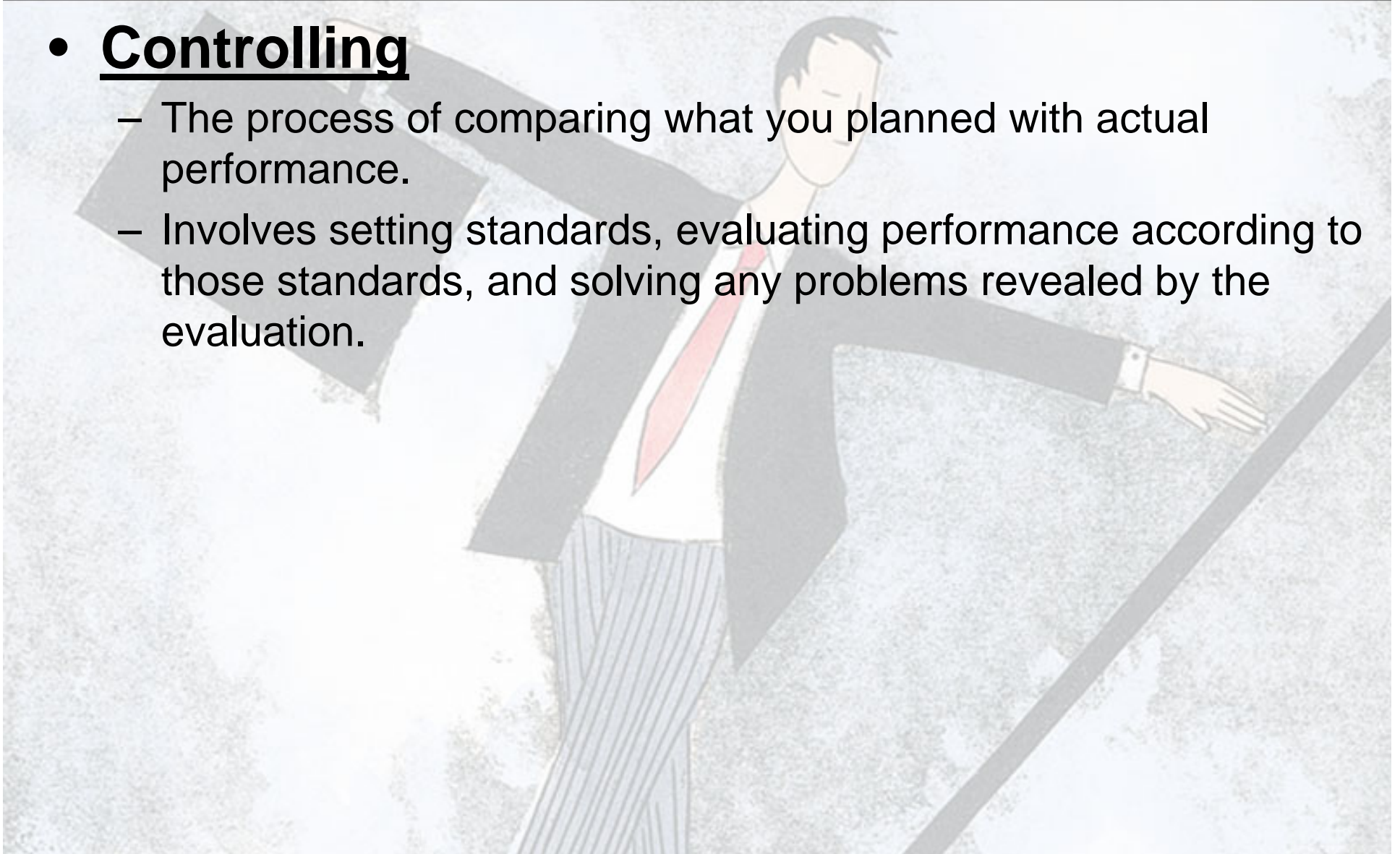
- A coordinated effort to reach a company's planning goals.
- Involves assigning responsibility, establishing working relationships, staffing, and directing the work of employees.
  - Staffing includes selecting and training new employees.



# Basic Management Functions

- **Controlling**

- The process of comparing what you planned with actual performance.
- Involves setting standards, evaluating performance according to those standards, and solving any problems revealed by the evaluation.

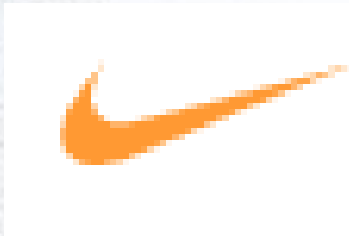




# Basic Management Functions

- **Mission Statement** – describes the ultimate goals of a company in a brief paragraph or two.
  - It is a summary of why a company exists.
  - Once the goals are established, the company will adopt consistent standards.

Click the logos to see the company mission statement



# Effective Management Techniques

- Give clear directions
- Be consistent
- Treat employees fairly
- Be firm when necessary
- Set a good example
- Delegate responsibility
- Foster teamwork
- Be ethical



TEAMWORK IS THE ABILITY  
TO WORK TOGETHER  
TOWARD A COMMON VISION...

IT IS THE FUEL THAT  
ALLOWS COMMON PEOPLE TO  
ATTAIN UNCOMMON RESULTS.

# Employee Motivation

- The more people feel that they are appreciated, the harder they will work.
- Provide frequent feedback to employees.
- Formally evaluate them each year.
- Reward smart work, not busy work (Simplify the work.)

**Can you think of some ways to reward good employees?**



# Employee Motivation

- Rewards
  - Reward smart work, not busy work
  - Identify workers who value quality
- Encourage Creativity
  - Do not let conformity stifle creativity



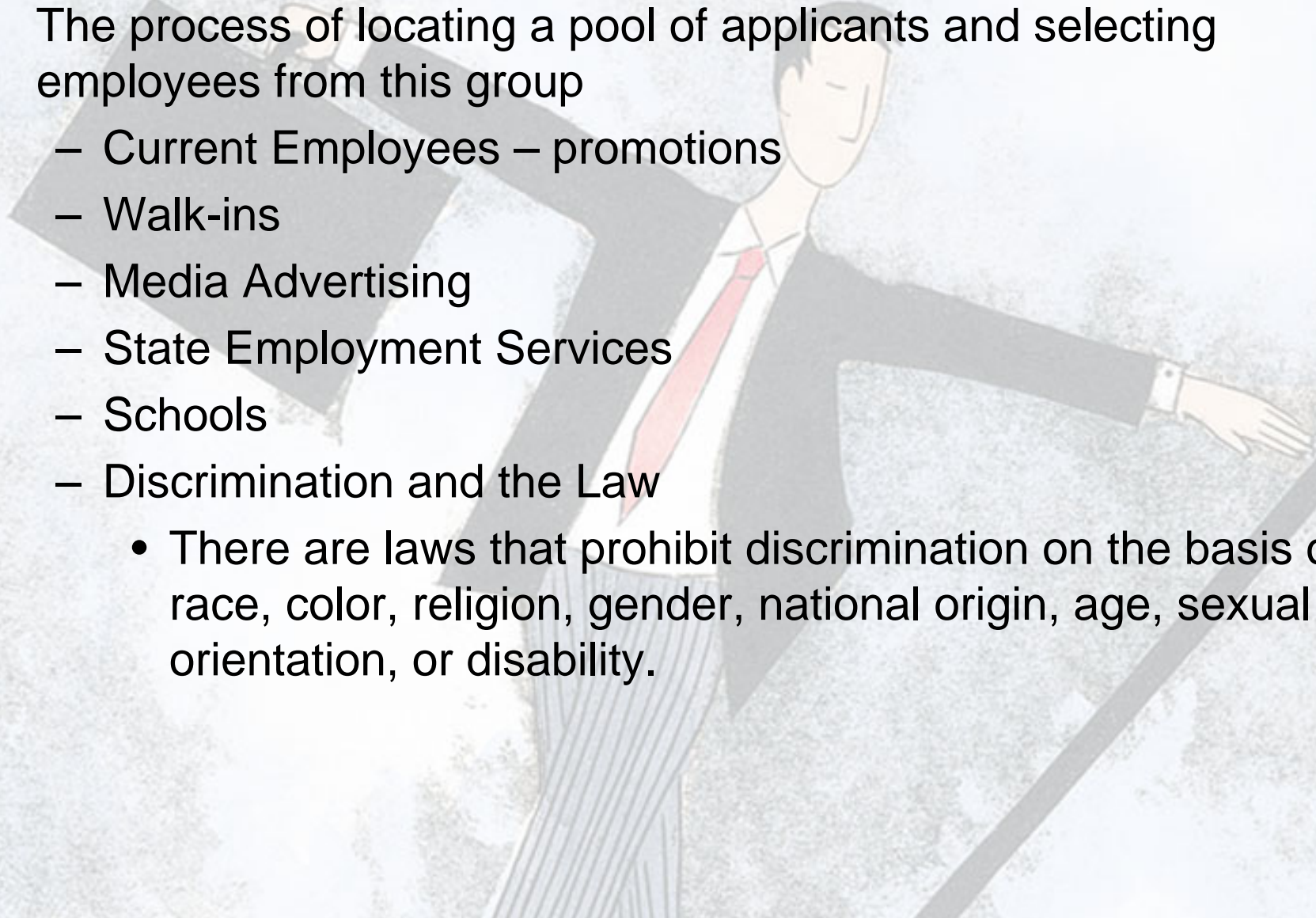
# Human Resources

- Most companies have a human resources (HR) department that handles recruitment, hiring and firing, training, and other personnel matters.



# Recruiting

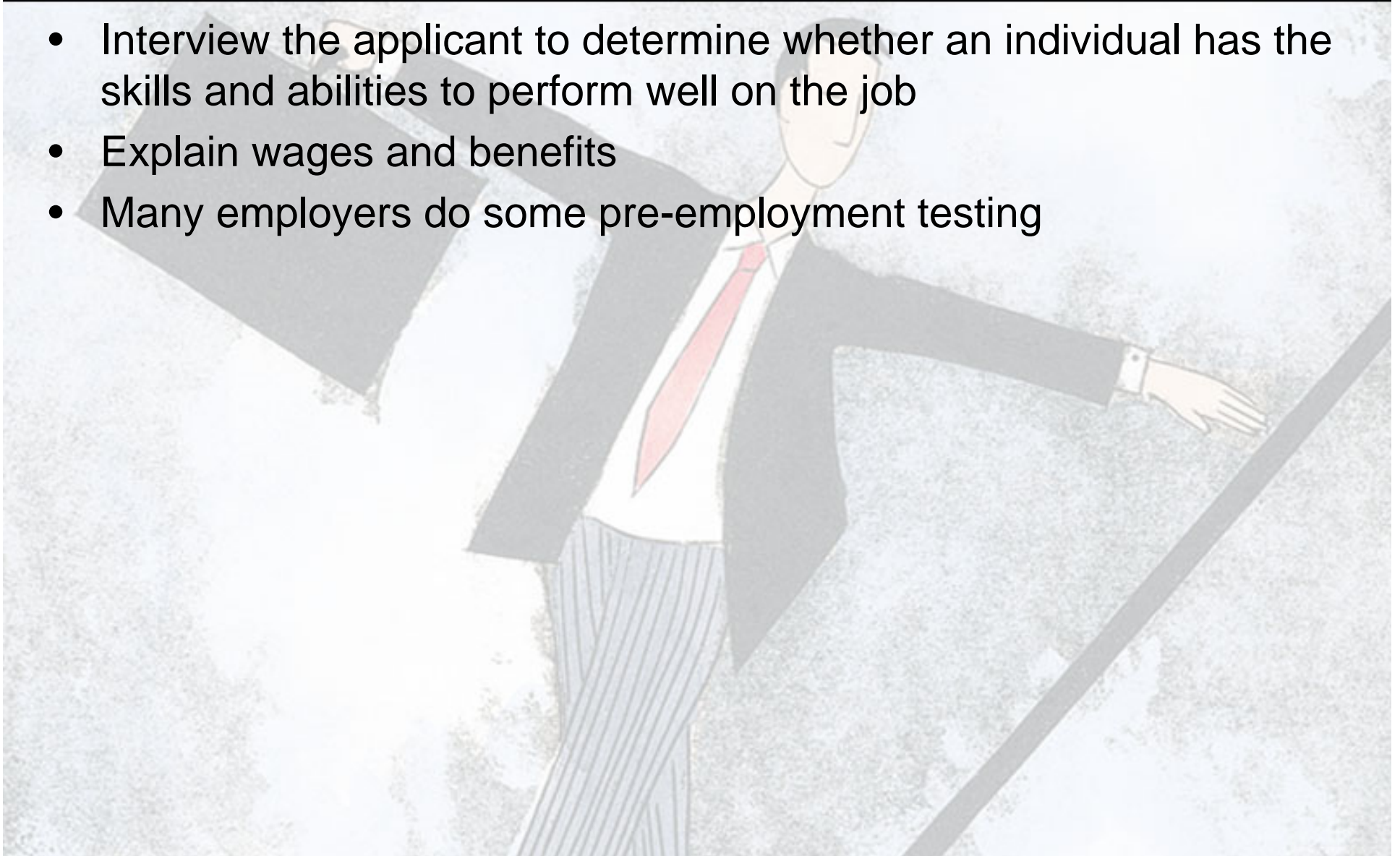
- The process of locating a pool of applicants and selecting employees from this group
  - Current Employees – promotions
  - Walk-ins
  - Media Advertising
  - State Employment Services
  - Schools
  - Discrimination and the Law
    - There are laws that prohibit discrimination on the basis of race, color, religion, gender, national origin, age, sexual orientation, or disability.





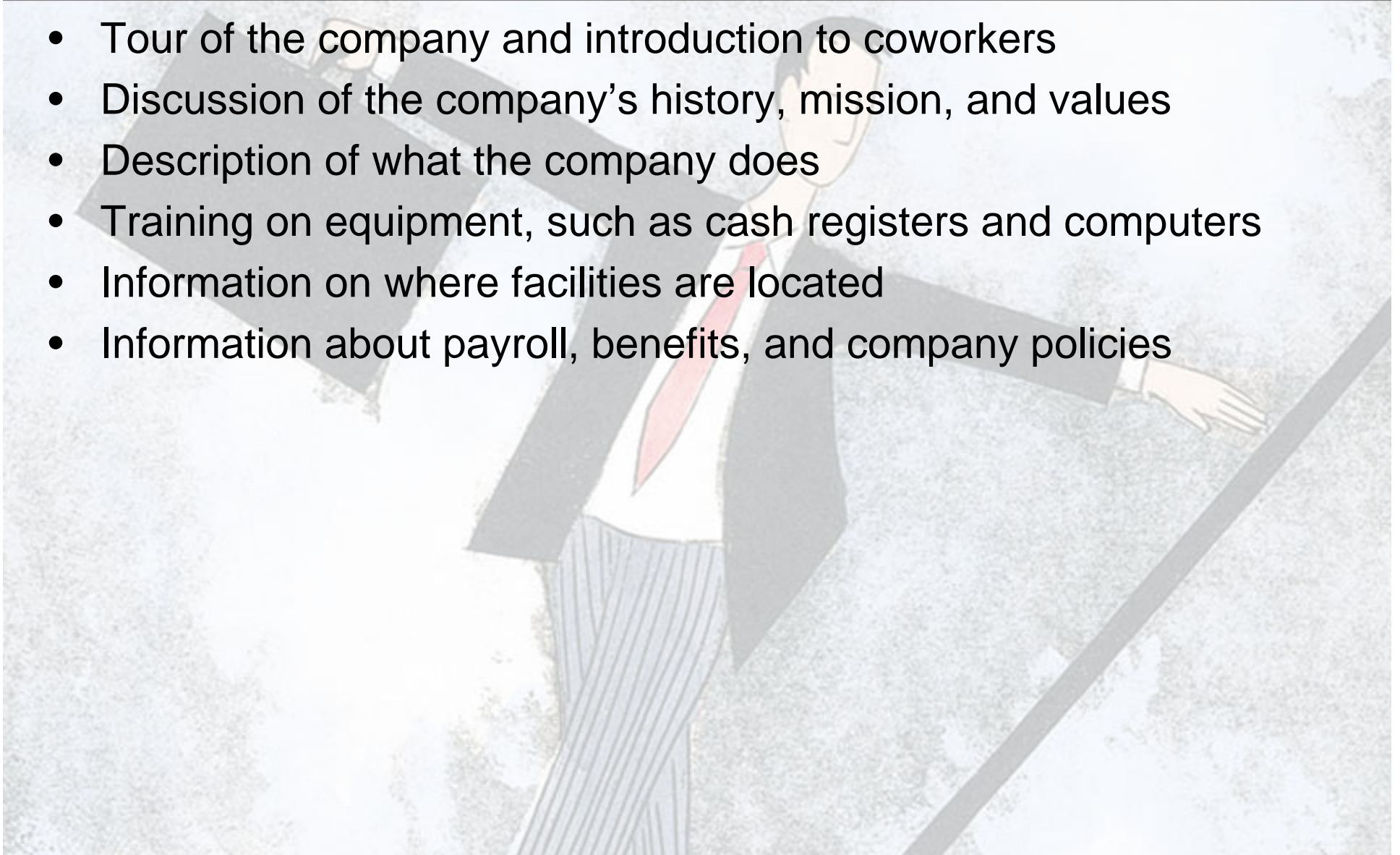
# Hiring New Employees

- Interview the applicant to determine whether an individual has the skills and abilities to perform well on the job
- Explain wages and benefits
- Many employers do some pre-employment testing

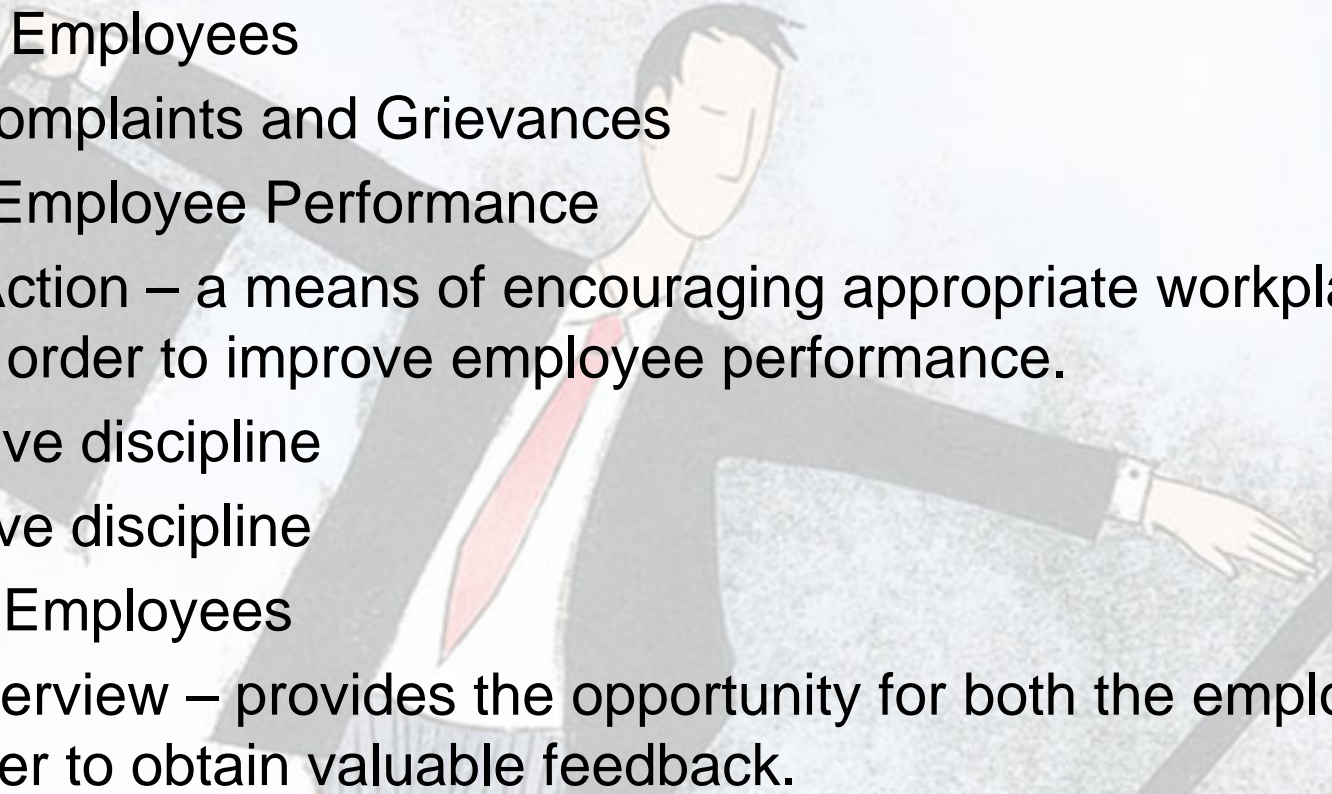


# Orientation and Training Programs

- Tour of the company and introduction to coworkers
- Discussion of the company's history, mission, and values
- Description of what the company does
- Training on equipment, such as cash registers and computers
- Information on where facilities are located
- Information about payroll, benefits, and company policies



# Other Human Resources Responsibilities

- Scheduling Employees
  - Handling Complaints and Grievances
  - Assessing Employee Performance
  - Remedial Action – a means of encouraging appropriate workplace behavior in order to improve employee performance.
    - Preventive discipline
    - Corrective discipline
  - Dismissing Employees
  - The Exit Interview – provides the opportunity for both the employee and manager to obtain valuable feedback.
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- A stylized illustration of a man in a dark suit, white shirt, and red tie. He is depicted in a dynamic pose, as if running or jumping over a hurdle. His right arm is extended forward, and his left arm is bent. The background is a light blue and white textured pattern with a diagonal grey line.